

Paper reference 20161K
Pearson BTEC
Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT Service Delivery

(Part A)

**THIS BOOK SHOULD NOT
BE RETURNED TO PEARSON.**

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YOU MUST HAVE

Nil.

YOU WILL BE GIVEN

Nil.

You do not need any other materials.

INSTRUCTIONS

- **Part A contains material for the completion of the preparatory work for Part B.**

There are no marks awarded for Part A.

- **Part A must be taken over a maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.**
- **Part A should be given to learners 2 weeks before taking Part B of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.**

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Turn over

- **Part A** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
 - **Part B** materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.
 - This booklet should not be returned to Pearson.
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INSTRUCTIONS TO TEACHERS/TUTORS
is on the next page

INSTRUCTIONS TO TEACHERS/TUTORS

This paper must be read in conjunction with the unit information in the specification and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document.

See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document to ensure that the assessment is supervised correctly.

This set task has a preparatory period. Part A sets out how learners should prepare for the completion of the Part B task under supervised conditions.

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Part A should be issued to learners 2 weeks before taking Part B of the assessment.

Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes into Part B of the set task.

Research is expected to be carried out over a maximum of 3 hours and access to the Internet is expected. There are no marks awarded for Part A.

Centres must issue this booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all of the preparation.

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There is no requirement for supervision during this period.

Part B must be completed under supervision. Centres are free to arrange the supervised assessment period how they wish, provided the 8 hours for producing final outcomes are under the level of supervision specified, and in accordance with the conduct procedures.

Teachers/tutors should note that:

- **learners should not be given any direct guidance**
- **learners should not be given any support in writing or editing notes**
- **all work must be completed independently by the learner.**

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Learner notes must be retained securely by the centre after Part A and returned to learners at the start of Part B.

INSTRUCTIONS FOR LEARNERS is on the next page

INSTRUCTIONS FOR LEARNERS

Read the set task brief carefully.

This is Part A of the set task and gives information you need to use to prepare for Part B of the set task.

You will need to do your own research over the next two weeks.

You can take a maximum of two sides of individually prepared hard copy A4 research notes into Part B of the set task.

You will complete Part B under supervised conditions, without access to the Internet.

You must work independently and must not share your work with other learners.

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Your teacher/tutor may give guidance on when you can complete the research.

Your teacher/tutor cannot give you feedback during the research.

SET TASK BRIEF is on the next page

SET TASK BRIEF

Fullwick Comprehensive School is based in Shropshire and will be moving to a new building with new equipment.

The school will occupy the new building in phases, with Years 7 and 8 moving in September 2020. There will be 21 members of staff that include teaching and non –teaching staff, and approximately 250 students.

In phase one, the school will occupy 9 classrooms, 1 learning resources centre (LRC), and 10 offices for IT support, teaching and administration staff.

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SET TASK BRIEF continued

The school has not purchased any IT equipment. The school needs your help to recommend an efficient IT system to store and manage its information and data requirements.

Fullwick Comprehensive School is not a real school, but it is representative of this type of facility in the education sector that you might want to investigate as part of your research.

Part A SET TASK is on the next page

Part A SET TASK

You are advised to spend a maximum of 3 hours (plus your additional time allowance) doing your research.

You will research the IT SERVICE DELIVERY REQUIREMENTS that are relevant to the education sector.

You should research similar organisations of this size and type in the education sector and you should consider:

- **hardware requirements**
- **software requirements**
- **data and information requirements**
- **relevant IT legislation.**

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Part A SET TASK continued

Specifically for future developments, you may want to investigate the IT service delivery requirements of:

- **how the network can be extended to accommodate the increasing size of the school**
- **how to invest in a website and recommendations on the hardware and software requirements**
- **how students can have secure remote access.**

In Part B you will design and plan the IT service delivery solution for Fullwick Comprehensive School in relation to the IT service delivery life cycle. You will be able to take two sides of individually prepared hard copy A4 research notes into Part B of the set task.

END OF PAPER
